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ABSTRACT

In 1996-97, the Adult Career Counseling Center (ACCC) at Oakland University in Rochester, Michigan, enhanced its operation by doing the following: implementing a new computer system to network various software packages; creating and implementing a computerized system to maintain ACCC client records and usage statistics; developing an ACCC policy and procedures manual to provide continuity and guidance for new ACCC advisors; providing a more comprehensive service; developing a disclosure statement to foster better client understanding of the ACCC's services; and redesigning the inservice training for practicum students. During 1996-97, the ACCC served 492 clients (331 community clients and 161 practicum or careers class counseling students). Clients' reasons for visiting the ACCC were as follows: career search, 58%; inservice, 31.6%; job information, 28.5%; decision making, 17.7%; values clarification, 9.5%; resume assistance, 7.5%; and academic information, 6.0%. Client ratings of the ACCC's computer information system were as follows: extremely helpful, 74%; helpful, 22%; and somewhat helpful, 4%. (Twelve graphs are included. Appended are the following: ACCC disclosure statement; description of DISCOVER and SIGI [System of Interactive Guidance and Information] Plus; auxiliary grant-supported services; brief report of the Pontiac ACCC; ACCC brochure; and description of career counseling resources at Oakland University.) (MN)

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ADULT CAREER COUNSELING CENTER

Fourteenth Annual Report

September 1996 - June 1997

Oakland University
Rochester, Michigan

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Kim Schultz
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CE 075 687

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ADULT CAREER COUNSELING CENTER

FOURTEENTH ANNUAL REPORT

SEPTEMBER 1996 - JUNE 1997

COMPUTER-ASSISTED CAREER GUIDANCE SYSTEMS
AND CAREER COUNSELING SERVICES

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Mary Highberger
(Field Work, Spring, 1997)

ACKNOWLEDGMENTS

Oakland University administrators continue to support the services provided by the Adult Career Counseling Center. Special recognition is given to University President Gary Russi, Brian Goslin, Acting Dean of Graduate Study, School of Education and Human Services (SEHS), Dean Mary Otto (SEHS) and Vicky Hunt, Assistant to the Dean, for their continued encouragement and support.

The Counseling Department faculty, staff, and Chair Luellen Ramey, have greatly aided our operation. Gloria Anderson, Counseling Department Administrative Secretary, is especially thanked for always being available to assist our staff. We also add special thanks to Jean Williams, ACCC Supervisor/Practicum Counseling Center Coordinator for her guidance and support. Her assistant, Regina Markowski's, computer skills and knowledge of university operations have been invaluable.

The installation and operation of a new computer system would not have been possible without the assistance of the Office of Training & User Support staff . In particular, Ken Gould, Computer Operations Supervisor, Stephen Glowacki, Training/Network Support Coordinator, and James Van Dusen are recognized for the excellent customer service they have provided to us during the past year.

Dr. Howard Splete, recently retired Director of the ACCC, and Dr. Jane Goodman, newly appointed Director of the ACCC, worked together to make the change in leadership a smooth and seemingly effortless transition.

The graduate candidates in counseling who served as career advisors in the Center should also be recognized for the quality of service they provided during the past year. The career advisors included: Lisa Argenta, Cyndee Farlin, Maureen Selfon, Kim Schultz, Helen Wruck, and Mary Highberger who completed her field work in the ACCC.

Finally, the staff and career advisors of the Center would like to acknowledge the members of the ACCC Advisory Board and thank them for their support and commitment to the efforts of this Center. Advisory Board members during 1996-1997 included:

Mr. Patrick Bennett	Academic Advisor, Engineering & Computer Science, Oakland University
Ms. Marsha Boettger	Chrysler Corporation
Dr. Elyce Cron	Assistant Professor, Department of Counseling Oakland University
Mr. William Headley	Assistant Director, Office of Admissions Oakland University

Ms. Judith Hoppin	Director of Professional Development and Educational Outreach, SEHS Oakland University
Ms. Ann Pogany	Assistant Professor, Library Oakland University
Ms. Anne Jackson	Academic Services & General Studies Oakland University
Mr. Michael Long	Associate Professor, Labor Studies Program and Director of the Ken Morris Center for Labor Studies, Oakland University
Ms. Karen Pagenette	Director, Center for Dislocated Workers, Oakland Community College
Mr. Robert Thomas	Director, Placement & Career Services Oakland University
Ms. Jean Williams	Coordinator, Practicum Center Supervisor, Adult Career Counseling Center Oakland University
Mr. Jack Wilson	Graham Health Center Oakland University

DEDICATION

by Cyndee Farlin

Dr. Howard Splete has been an integral part of the counseling program at Oakland University since 1978. In 1983 his efforts helped to establish the Adult Career Counseling Center, and he has guided its growth into an important community resource.

Although the rooms that house the ACCC have changed and graduate students have come and gone, one constant has remained -- Howard Splete's dedication to making sure the ACCC provides a high quality experience for both the clients served and the graduate students working in the Center. While Dr. Splete has retired from full-time teaching, we know he will never truly retire. He now holds the title of Professor Emeritus and has turned the direction of the ACCC over to Dr. Jane Goodman.

As one of the last graduate students to have the pleasure of working under the tutelage of Dr. Splete, may I say with great love and respect -- thank you, Dr. Splete, for the opportunity to work with and learn from you. This edition of the Adult Career Counseling Center Annual Report is dedicated to you.

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RECENT DEVELOPMENTS AND HISTORY OF THE ADULT CAREER COUNSELING CENTER

Recent Developments

The fourteenth year of service by the Adult Career Counseling Center can be described as a period of change. The year began with the retirement of Dr. Howard Splete, founding Director of the ACCC, and the hiring of Dr. Jane Goodman, recent recipient of the Michigan Counseling Association's Distinguished Professional Service Award.

Under the direction of Dr. Jane Goodman a number of enhancements in the operation of the ACCC were made including the following:

1. Implementation of a new computer system which allows for networking various software packages.

2. The creation and implementation of a computerized system for maintaining ACCC client records and usage statistics.

3. The development of an ACCC Policy and Procedures Manual to provide continuity and guidance for new ACCC advisors.

4. The provision of a more comprehensive service which resulted in a substantial increase in the number of per client visits.

5. The development of a Disclosure Statement to foster better client understanding of our services (see Appendix A).

6. A redesign of in-service training for Practicum students that will involve group sessions beginning Fall, 1997.

These changes have resulted in a more efficient provision of services to the members of our community.

History

Over the course of fourteen years of service the Adult Career Counseling Center has served more than 10,200 clients. The clients we serve, at no charge, are community adults. Our clients have ranged in age from as young as 15 years old to over 60 years old, and represent a culturally diverse population.

The development of the ACCC benefited greatly from the suggestions and support of Gerald Pine, former Dean of the School of Education and Human Services at Oakland University. His concept of the Center as being a place for service, training, and research was transformed into our productive Center.

The impetus for these programs of public service came from the Oakland University's President, Joseph Champagne, in the Spring of 1982. Financial support was provided by a portion of a state line item allocation for the broad purpose of promoting economic development and retraining unemployed workers in this geographic area.

Under the direction of Provost Keith Kleckner, a university-wide committee was established to review possible computer-assisted career guidance systems and related counseling programs that could be used to aid adults in this area. Upon recommendation of this committee, the university purchased five DISCOVER II computer-assisted guidance systems and one SIGI (System of Interactive Guidance and Information) computer-assisted guidance system in the Summer of 1982.

Two systems (DISCOVER II and SIGI) were assigned to the Office of Academic Advising and General Studies to aid adults of this geographic area who were looking for assistance in reviewing education and training possibilities. Four DISCOVER II systems were allocated to the School of Education and Human Services to be utilized by the Counseling area and the Continuum Center in providing services to the adult population in this area.

During the Fall of 1982, committee members - Tom Atkinson (Provost's Office), Elaine Chapman-Moore (Student Services), Robert Fink (Psychology Clinic), Jane Goodman (Continuum Center), Ronald Kevern (Placement Office), Pamela Marin (Office of the President), David Meyer (Human Resources and Development Area), and Howard Splete (Counseling Department and Committee Chair) planned for the implementation of these programs and the coordination of career counseling and information services across campus.

With the support of Gerald Pine, Dean of the School of Education and Human Services, the Adult Career Counseling Center (ACCC) was established in Room 147 of O'Dowd Hall. After the first computers were programmed, in-service training was provided for 135 persons, including interested faculty, staff, and student assistants.

Since opening in 1982, computer programs used at the ACCC have continually been updated to ensure that clients benefit from the most current career counseling tools available. In 1985, a new computer-assisted guidance system, DISCOVER for Adult Learners, was added to meet the unique needs of adults in transition. In 1986 a second DISCOVER for Adult Learners replaced our DISCOVER II systems because its use was more appropriate for ACCC clients. In 1987, a new software program, SIGI PLUS was added to provide another approach to career exploration for ACCC clients. Also, a computer-assisted version of the Michigan Occupational Information System (MOIS) was obtained as an additional resource for ACCC clients seeking more local information. From time to time the Center has tested other software programs such as OPTIM (Occupational Projections and Training for Information for Michigan), the Resume Kit, Harris Selectory and Resume Writer. Only those programs that best meet the needs of the clients of the ACCC have been retained.

During the past few years Internet resources have also been explored. Computer generated information as well as the continued development of a collection of monographs and other print materials allows for a more comprehensive service to be offered to our clients.

The rooms housing the ACCC have also changed during our fourteen year history. In 1993-94, the ACCC was relocated from two large rooms to four private offices and a reception area to provide more efficient services and privacy for clients. During the academic year 1996-97 our office environment changed again. The ACCC consists of an office adjoining that of the Practicum Supervisor, Jean Williams, one large meeting room, and two smaller private meeting area. Once again our offices will be relocated before the beginning of our fifteenth year of service, resulting in an office and three small meeting rooms.

An important focus of the ACCC has always been on the research conducted by our graduate assistants. A description of the latest research project in progress is included in this report. Over the years, many of our assistants have been published in career development journals and have presented at state conferences hosted by professional associations.

MISSION OF THE ADULT CAREER COUNSELING CENTER

Goals of the ACCC

1. Provide career exploration and planning opportunities to community adults at no charge.

2. Train faculty, staff, and students in the use of computer-assisted career guidance programs.

3. Support research efforts for a better understanding of the career development sphere, ultimately promoting better career guidance practices for adults.

Objectives and Corresponding Means of Fulfillment

Goal 1:

To provide career exploration and planning opportunities to community adults at no charge.

Objectives	Activities
A. To aid clients in self-analysis relating to their interests, values abilities, and experiences.	Use of DISCOVER, SIGI PLUS
B. To provide job information pertaining to careers of interest, such as salary ranges and job growth rates nationally and/or in Michigan.	Use of DISCOVER, SIGI PLUS, MOIS, and the Occupational Outlook Handbook.
C. To aid clients in the process of taking the next step.	Provision of individual advising sessions including use of assessment instruments, school or training program selection, resume preparation, honing interview skills, and informational interviewing.

Goal 2:

To train faculty, staff, and students in the use of computer-assisted career guidance programs.

Objectives	Activities
A. To train faculty and staff.	Through periodic in-service sessions.
B. To train graduate counseling students.	Through in-service training in CNS 640, Career Development Theory and Practice and CNS 664, Counseling Practicum.

Goal 3:

To support research efforts for a better understanding of the career development sphere, ultimately promoting better career guidance practices for adults.

Objectives	Activities
A. To support master's level research activities.	ACCC advisors conduct research at the Center based on the development of a research proposal in CNS 660, Research in Counseling.
B. To support Doctoral research activities.	Provide facilities and support for research.

DESCRIPTION OF THE ADULT CAREER COUNSELING CENTER

Services Provided

The Adult Career Counseling Center (ACCC) provides advising services at no charge for adults who are seeking guidance with career-related issues. The ACCC services include exploring occupational information, facilitating self-awareness, assisting in resume preparation, developing interviewing skills, and offering referral information. Four graduate assistants, students in the Oakland University Master of Arts in Counseling program, render these services. Mary Highberger, a graduate candidate in Counseling working towards a specialization in advanced career counseling, also worked in the ACCC during the Spring semester to fulfill her field work requirement. In the future, the ACCC plans to offer an internship opportunity to interested graduate candidates in Counseling. This will allow the ACCC to supplement its staff, and at the same time provide experience to those individuals interested in specializing in career counseling.

Clients are typically seen between 3 to 5 times by ACCC advisors to thoroughly explore the computerized career guidance programs and discuss possible action plans for the future. The demand for services during the operating year, 1996-1997, was so great that the ACCC often had a waiting list of up to three weeks.

The computer-assisted career guidance programs used in the ACCC are DISCOVER for Adults and Colleges, SIGI Plus, and MOIS. These systems aid adults in learning how their interests, abilities, life experiences, and values are related to possible occupations and/or educational and training opportunities. In-service training on these programs is also provided each semester to students in CNS 640 and CNS 664.

Depending on the needs of the client, other assessment instruments may be used. These include the Myers-Briggs Type Indicator (MBTI), The Strong Interest Inventory, and the Career Beliefs Inventory. The ACCC also has available a collection of print materials to supplement the services provided.

The Advising Process

A Client schedules an initial two-hour appointment to meet with an ACCC advisor.

The ACCC advisor gathers background data during an intake interview to identify the client's purpose for using the Center.

The client is provided with an overview of the computer programs and services available at the ACCC and through other departments offering counseling services on the Oakland University campus. The client is given a copy of the recently developed ACCC Disclosure statement (see Appendix A) which describes the responsibilities of a career advisor and the rights of the client. Referrals to the Practicum Counseling Center or other university and community resources may be made dependent on the specific needs of the client.

Clients are scheduled for subsequent appointments that are typically 1-2 hours in length.

Based on the client's specific needs, the ACCC advisor determines which computer-assisted career guidance program would be most appropriate and facilitates the use of these systems.

The ACCC advisor provides assistance and an explanation of the results obtained from the computer-assisted career guidance program.

To more fully explore the client's career issue(s), the ACCC advisor may use other career exploration instruments such as paper-and-pencil assessments or card sorts.

The outcome of any additional career guidance instruments are interpreted, in conjunction with the computer-based career guidance data obtained, to provide the client with information necessary to facilitate the decision-making process.

Prior to the termination of the counseling relationship, the ACCC advisor and client discuss the next steps the client may want to take to investigate such areas as training, further education, or job opportunities.

At the completion of the counseling process the client is asked to complete a short exit survey to evaluate the services provided by the Center.

ACCC COORDINATION WITH PRACTICUM COUNSELING CENTER

For a number of years the Practicum Counseling Center (PCC) and the Adult Career Counseling Center (ACCC) have had a mutually beneficial partnership. The dual role Jean Williams assumes as Coordinator of the PCC and Supervisor of the ACCC further serves to foster this relationship. It is a common practice for clients who have utilized the services of the ACCC to be referred to the PCC for their more comprehensive array of services. A referral may be made to the PCC because the client needs more in-depth exploration of a career issue, or he (she) may have additional issues or concerns that require personal counseling.

PCC counselors are also in-serviced by the ACCC advisors (Please refer to section entitled, "In-service training".) This training is essential because the majority of PCC career clients are taken through the ACCC for exploration on one of the computer-assisted career guidance programs. The PCC counselor works with the client on these systems acting as coach and sounding board.

Having the ACCC in such close proximity, and serving such a supportive role to the PCC, enriches the services PCC counselors can deliver to their clients. At the same time, the PCC offers ACCC clients the option of continued in-depth counseling free-of-charge. The partnership of these two centers allows for the provision of quality counseling services to members of the community.

DESCRIPTION OF THE COMPUTER-ASSISTED CAREER GUIDANCE SYSTEMS AND COMPUTER HARDWARE UPGRADES

DISCOVER for Colleges and Adults

The Adult Career Counseling Center offers the annually updated DISCOVER for Colleges and Adults, a computer-based career planning and information system. In an effort to better utilize this program, permission was obtained from the vendor to network the software, therefore allowing for multiple usage at any given time.

DISCOVER is a carefully designed career planning program that provides clients with information about themselves, occupations, schools, and programs of study to aid in mature decision-making. Clients benefit most when using DISCOVER for Colleges and Adults in conjunction with counselor assistance.

There are two ways to use DISCOVER - the "information only" approach or the "guidance plus information" approach. The guidance plus information approach is a comprehensive, integrated career planning process that can be learned and used many times in one's life. The information only approach allows the client to bypass the guidance features of the program and quickly obtain specific information about occupations or educational programs. With the guidance plus approach, a user record is created as the client progresses through the modules. A paper copy of the text on the computer screen can be printed at any time. The guidance plus modules are described in Appendix B.

SIGI Plus (System of Interactive Guidance & Information Plus)

SIGI Plus is an advanced career guidance system that covers major aspects of career decision-making and planning. The system is composed of eight separate but interrelated sections. The use of SIGI PLUS often acts as a supplement to DISCOVER allowing for more in-depth exploration of the self. The 1996 version includes updated job outlook information for all occupations. The eight sections of SIGI Plus are described in Appendix B.

MOIS (Michigan Occupational Information System)

The MOIS program is updated on an annual basis. It is an easy-to-use system of occupational and educational information specifically designed for the state of Michigan. Individuals who may benefit from MOIS include:

* Persons wanting detailed information on occupations and training in Michigan.
* Individuals undecided about their future.
* Homemakers re-entering the workforce.
* Young adults investigating college programs and career options.
* Individuals considering starting their own business.

For undecided clients, a structured search will suggest occupations based on several areas:

* Interests
* Areas of work
* Physical capabilities
* Working conditions
* Education
* Temperament

The system evaluates client input and provides a list of job titles that are most applicable to the client's data. The client may then explore MOISCRIPTS (occupational descriptions) for the occupations in which they are most interested. Individuals with a specific occupation in mind can bypass the structured search and go directly to the MOISCRIPTS for career information. MOISCRIPTS cover areas such as:

* Specific job duties
* Working conditions
* Methods of occupational entry
* Salaries and wages
* Employment outlook
* Educational requirements
* Tips for finding additional information

Other segments included in MOIS give information on many different areas such as:

* Military training opportunities
* Financial aid considerations
* Decision-making matrix (compares up to three careers of the user's choice)
* Successful interview package (for a specific career of the user's choice)
* How to start a small business
  (This section includes over 50 pages of information for clients to consider before venturing into their own business. Some of the topics covered include: how to develop a business plan, cash flow and bookkeeping considerations, home-based and franchised businesses, and even a sample business loan application.

The Internet

To keep abreast of the plethora of career information accessible on the Internet, the staff of the ACCC, along with Dr. Jane Goodman and Jean Williams, attended an Internet training session conducted by Kristine Condic, Associate Professor, Kresge Library. The training session focused on locating counseling resources on the Internet and included an overview of the use of NETSCAPE. At the suggestion of Ms. Condic, a list of websites relating to career information is being compiled for use by the ACCC advisors and as suggested sites for our clients.

Technological Updates in the ACCC

During the past year several technological updates have been made within the ACCC. These updates have provided the Center and the advisors with the capability to offer clients more services and to increase the efficiency of the Center.

While the individual counseling rooms of the ACCC had networking capability, the computers within the Center did not. A decision was made to upgrade the computers, thus allowing three of the four counseling rooms to be networked. However, before this could be done new equipment had to be installed. With the help of the computer personnel from OTUS, a new Gateway computer, laser printer and server were purchased and networked for the Center.

Once the hardware was in place, the Center had to consider the software and how we would best utilize our new capabilities. DISCOVER networking version replaced the old stand alone software and was loaded on three of the systems within the Center. MOIS software always had a networking capability and it was now very easy to load this software onto the new system. But, to accomplish all of this Windows 95 had to be installed and new memory upgrades had to be completed on two of the older computers that were to remain on the system.

With all of this completed, the Center is now capable of seeing more than one client at a time. Three of the four rooms of the ACCC have most of the computer-assisted career software loaded and if a client is seen in one room today and returns next week the advisor doesn't necessarily have to see that client in the same room. With the new server, networking and upgraded memory and software the client can be seen in any one of the three rooms. Additionally, advisors with clients can be using the same software simultaneously and get the same excellent service and output.

With the next year several more upgrades are planned: first, sound cards and speakers will be installed on two of the computers. This will allow clients to work interactively with the software. Secondly, further investigation will be made for upgraded or possibly new software that has more occupational information for the client.

The Center is proud of their leap into new technology and foresees better, faster, more efficient and user-friendly service to our clients.

CLIENT DEMOGRAPHICS

During the academic year 1996-97, 331 community clients were seen by the career advisors of the ACCC. Additionally 161 clients were either Practicum or Careers Class counseling students. In total, 492 clients utilized the services of the Adult Career Counseling Center.

This total number of clients is lower than in previous years, however there is a significant contributing factor associated with this number. This year, the number of visits per client increased substantially. In the previous year 92% of the clients utilizing the services of the ACCC were one-time clients. However, during this academic year this figure dropped to 66.4%. This indicates that 33.6% of the clients returned to the Center for two plus visits. This fact would appear to indicate that clients utilizing the Center received more in-depth career counseling.

Clients coming to the Center complete an in-depth intake form. This year, the Center computerized the client demographic information into database format. This allowed the advisors to electronically track and evaluate the client demographic information. As always, this information is strictly confidential and access is only available to the career advisors. Much of the same information as previous years was tracked. Entering and storing the information on a computerized database allowed easier manipulation and reporting than was previously available.

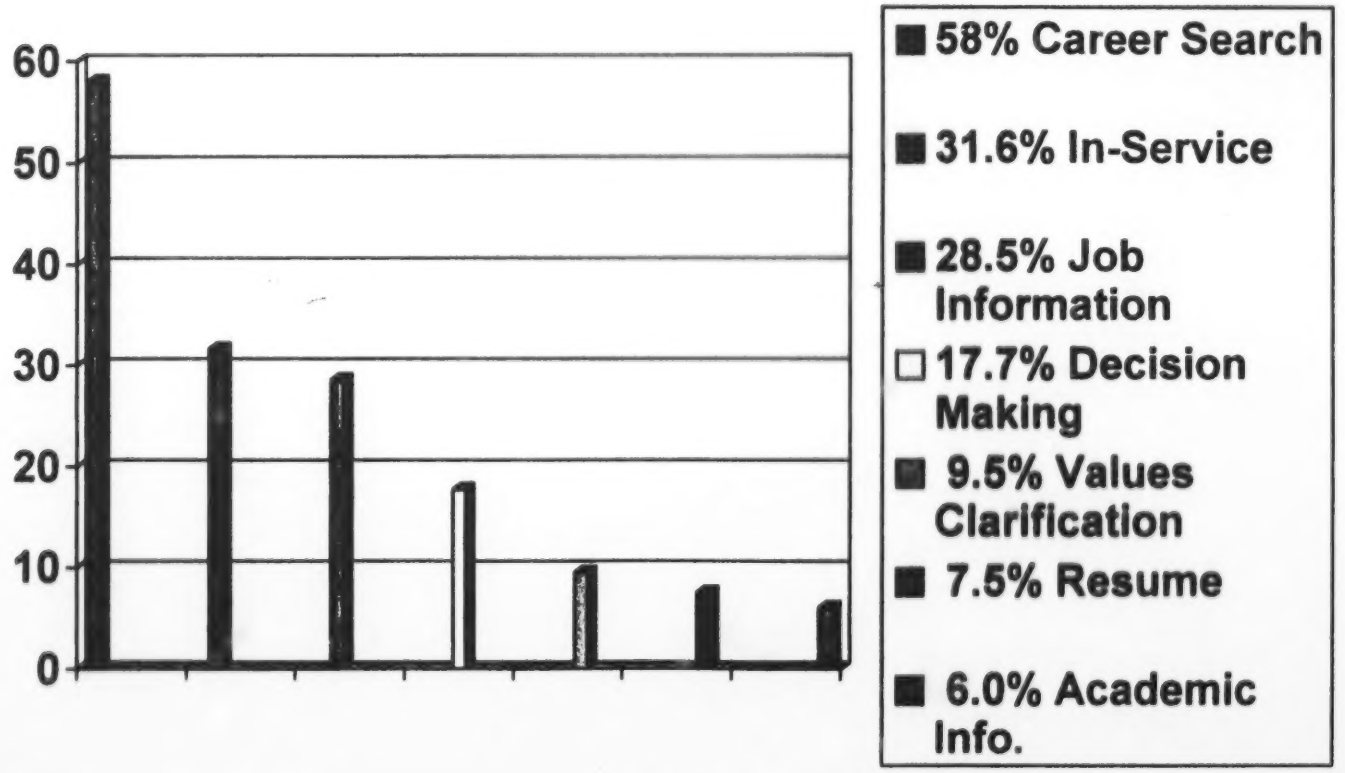
On the following pages graphs are provided to depict the totals of the information that was captured on the computerized database during the year. The following graphs provide a percentage breakdown of the client population by:

* Purpose for using the Center
* Number of visits
* Referral Source
* Gender
* Age
* Ethnicity
* Geographic distribution
* Educational level
* Employment status
* Marital status
* Household annual income

Those percentages that total more than 100% indicate items where the client was able to respond to more than one choice to a particular question.

PURPOSE FOR VISIT

(By Percentage)



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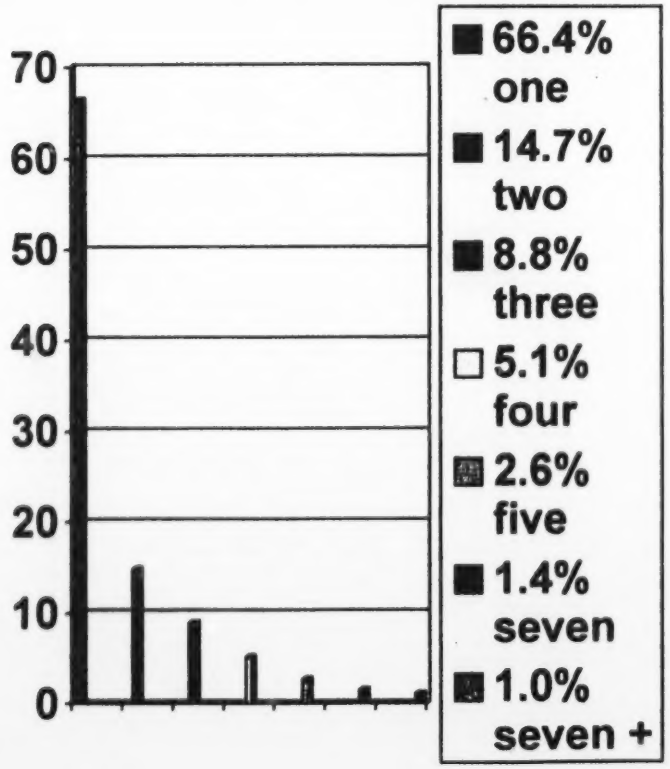
NUMBER OF VISITS

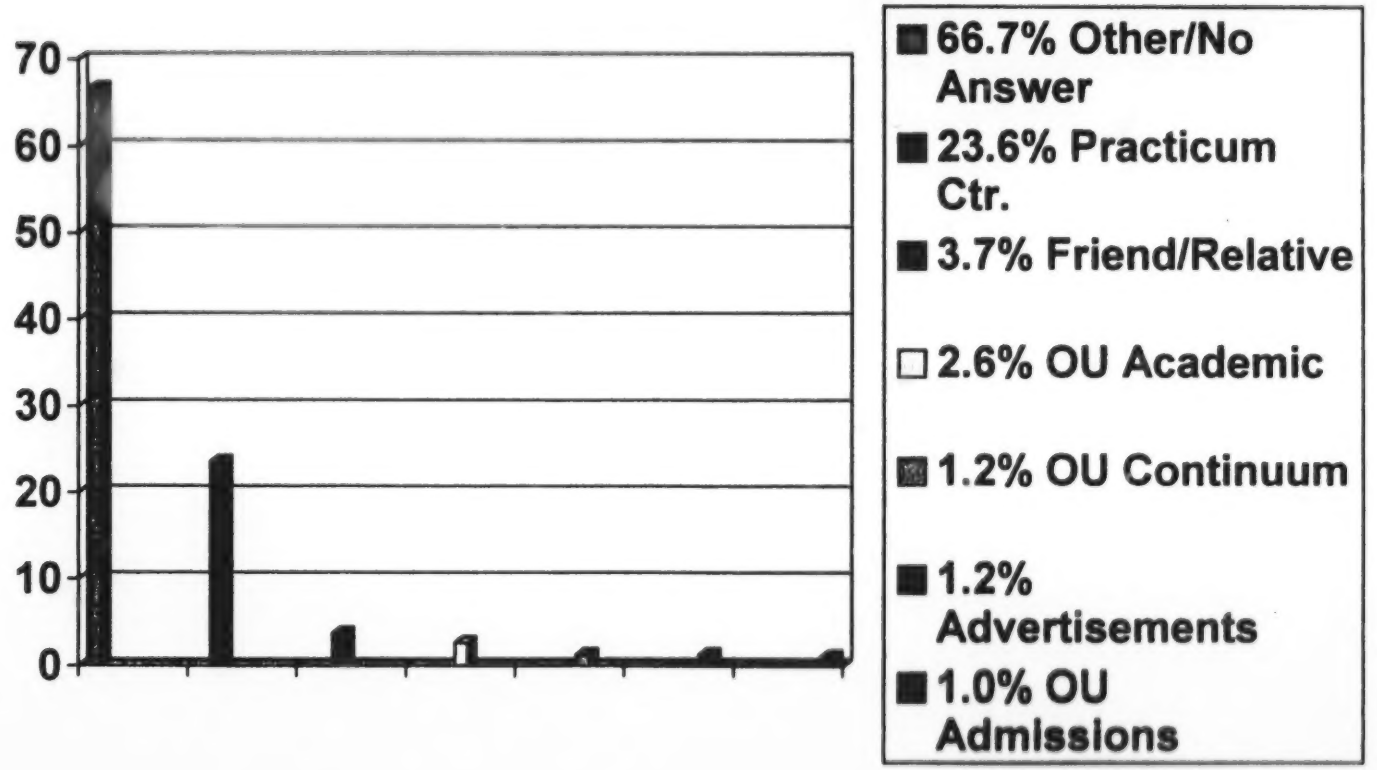


- During this reporting year, the number of visits per client increased significantly. There was a 23.8% increase in the number of clients who returned for more than one visit. This increase in client visits is a clear indicator of the increased level of service provided by the Career Advisors of the Adult Career Counseling Center.

12b

REFERRAL SOURCES

(By Percentage)



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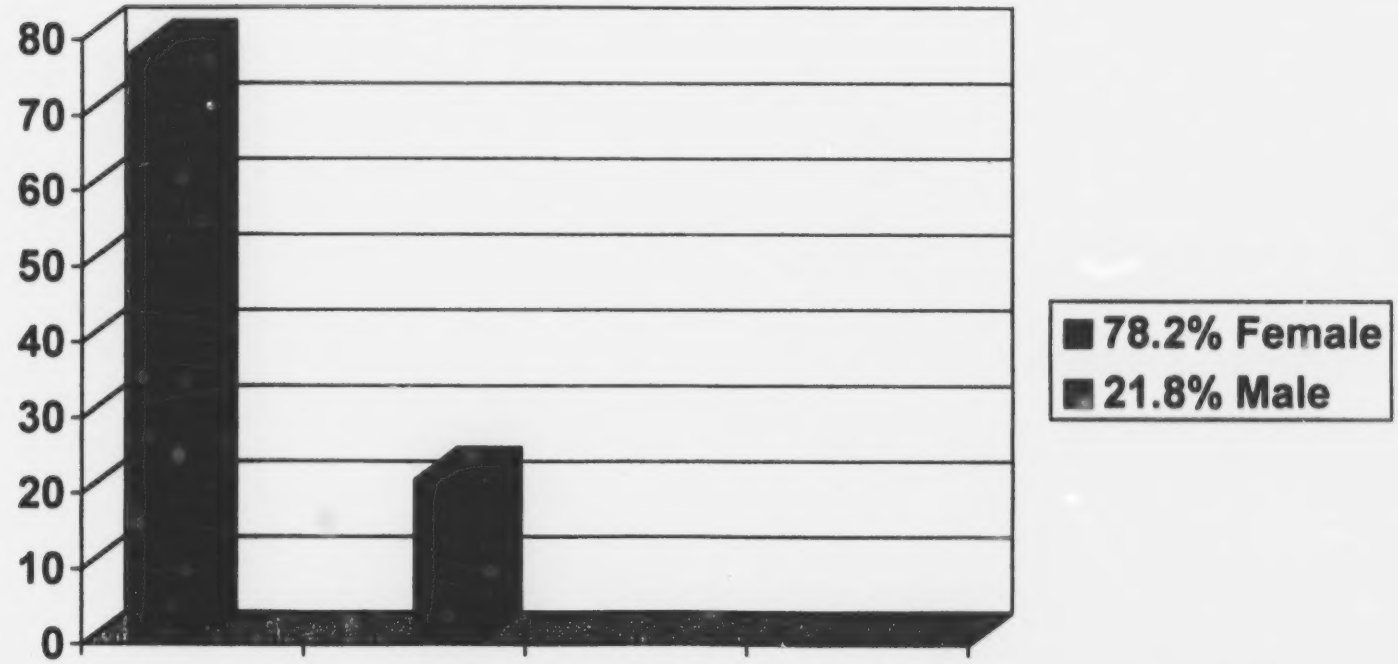
24

25

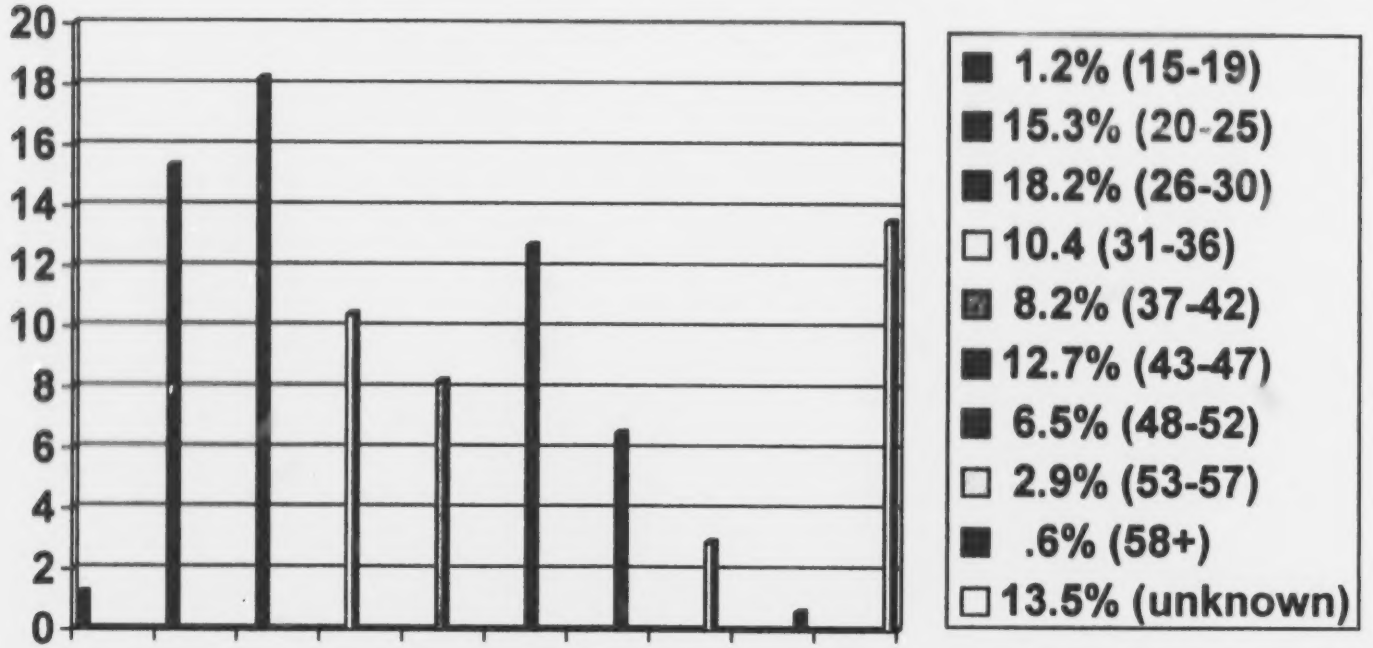
CLIENT GENDER

(By Percentage)



CLIENT AGE

(By Percentage)



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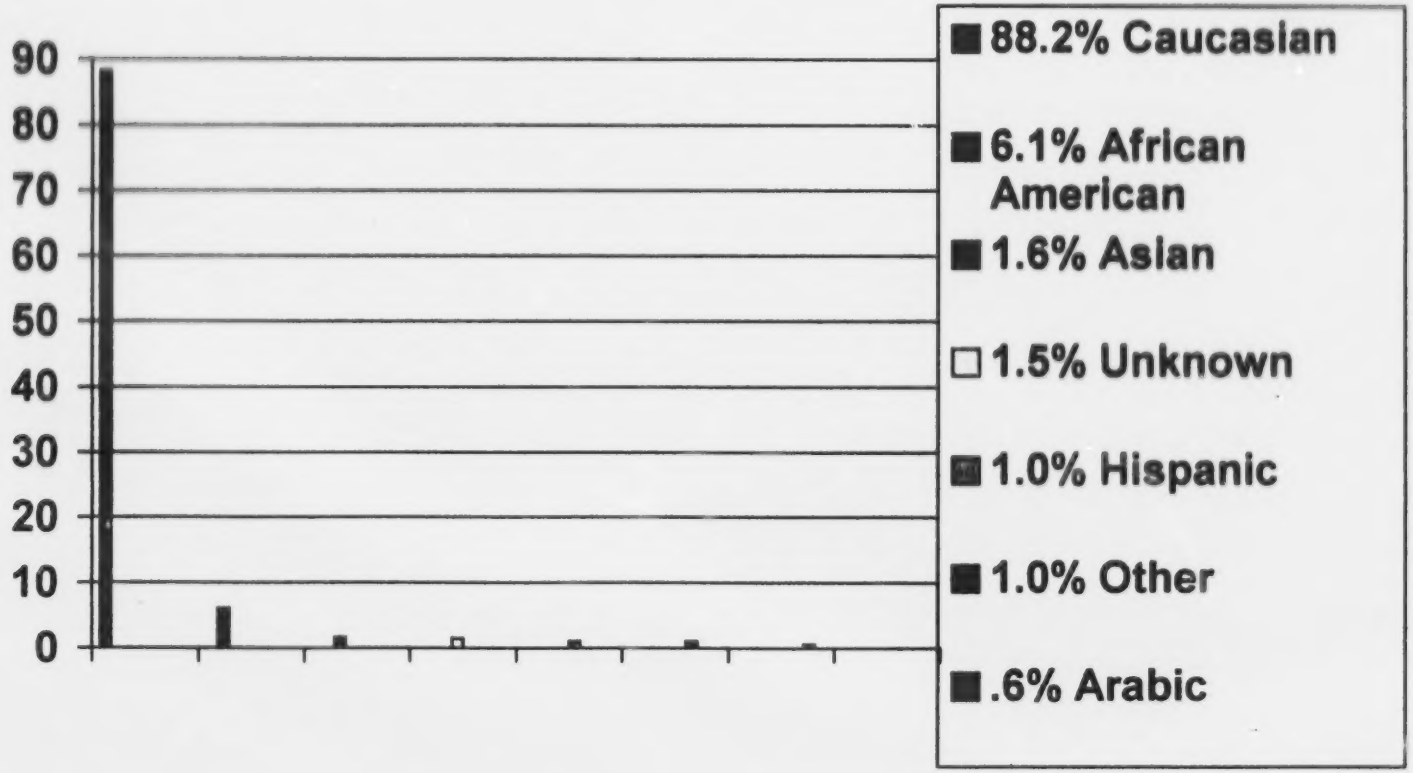
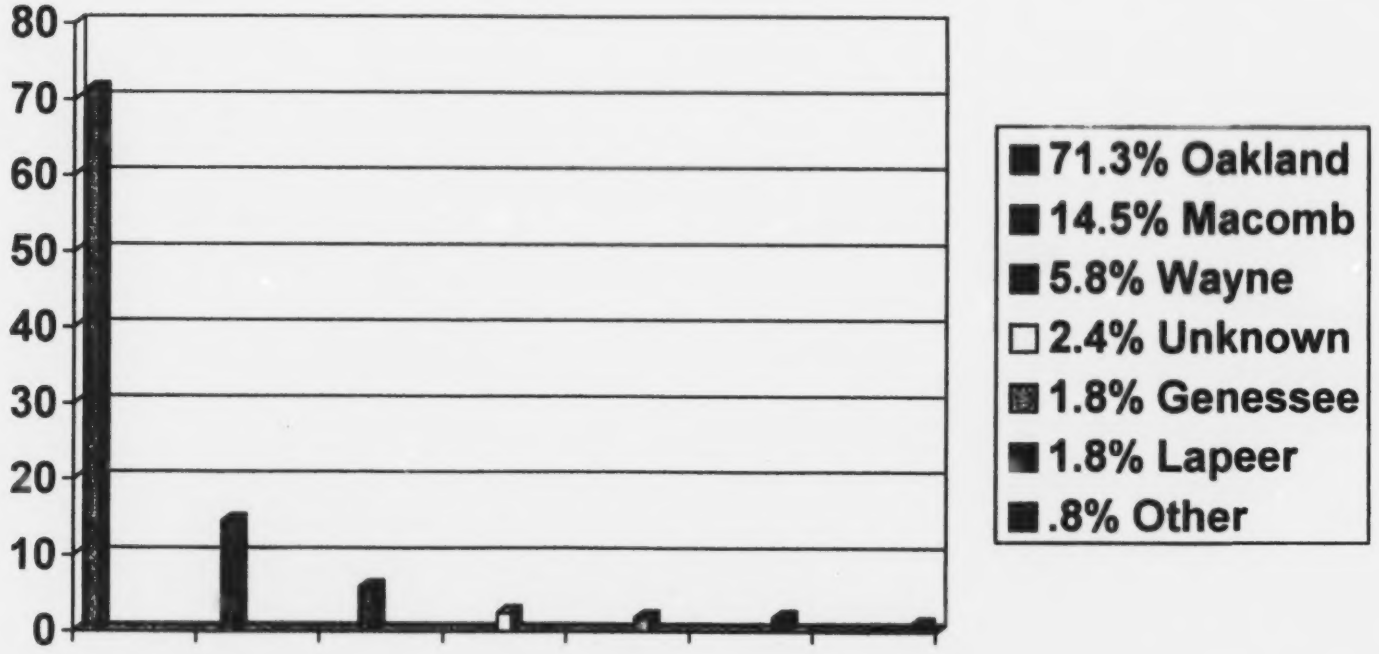
ETHNICITY OF CLIENT

(By Percentage)

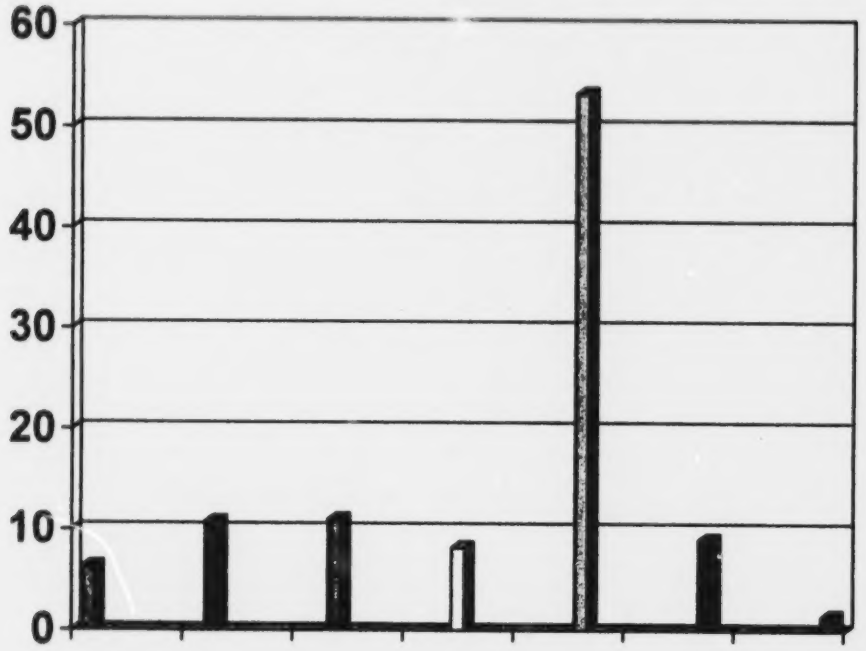


GEOGRAPHIC DISTRIBUTION OF CLIENTS

(By Percentage)



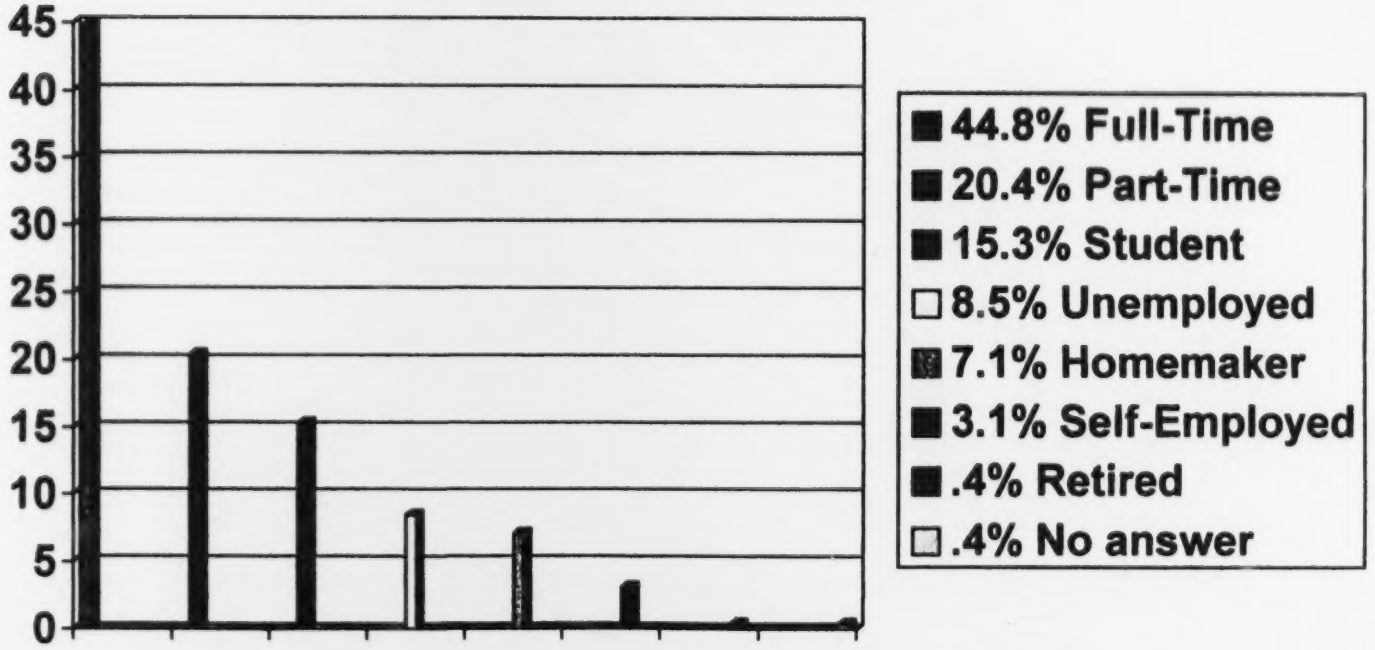
EDUCATIONAL LEVEL OF CLIENTS



- 6.3% Non-High School
- 10.8% High School/GED
- 11.0% Some College
- 8.2% Associates Degree
- 53.3% Bachelors Degree
- 9.0% Graduate School
- 1.4% Doctorate Degree

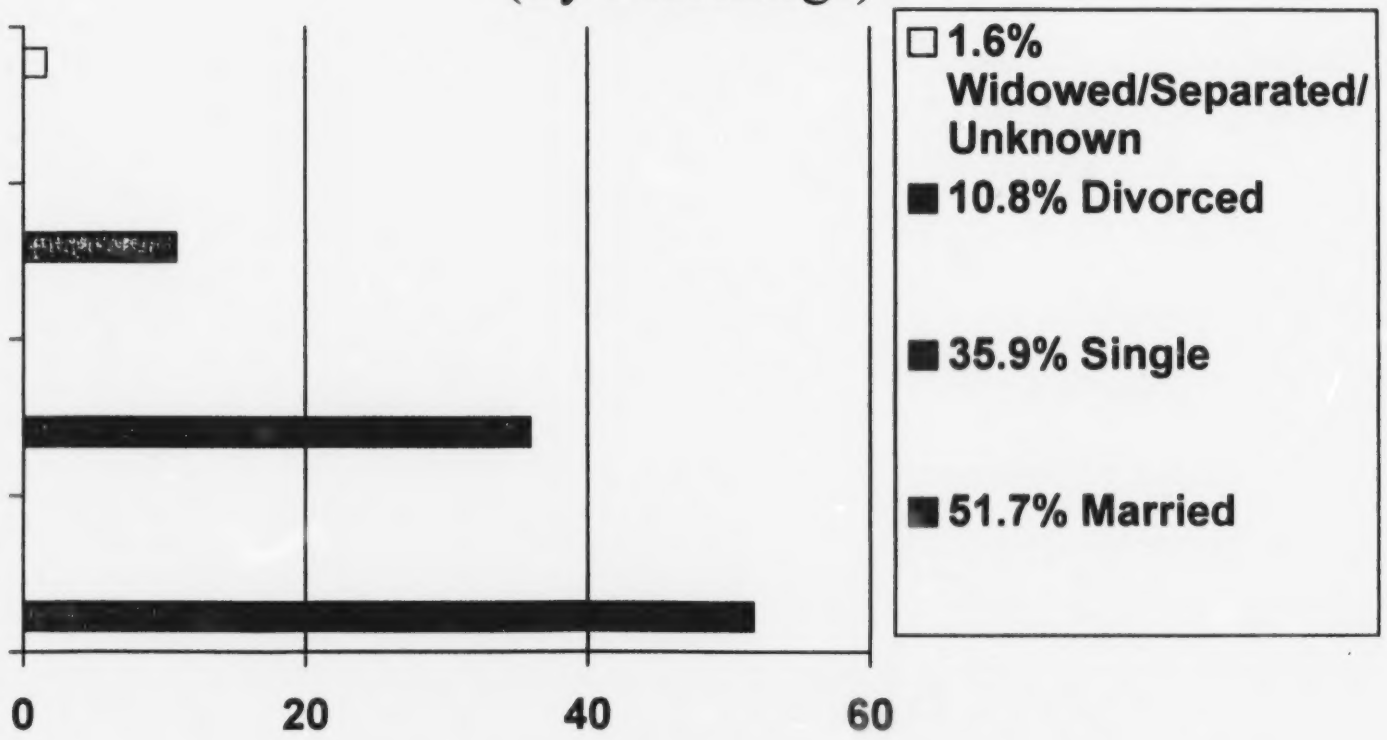
EMPLOYMENT STATUS

(By Percentage)

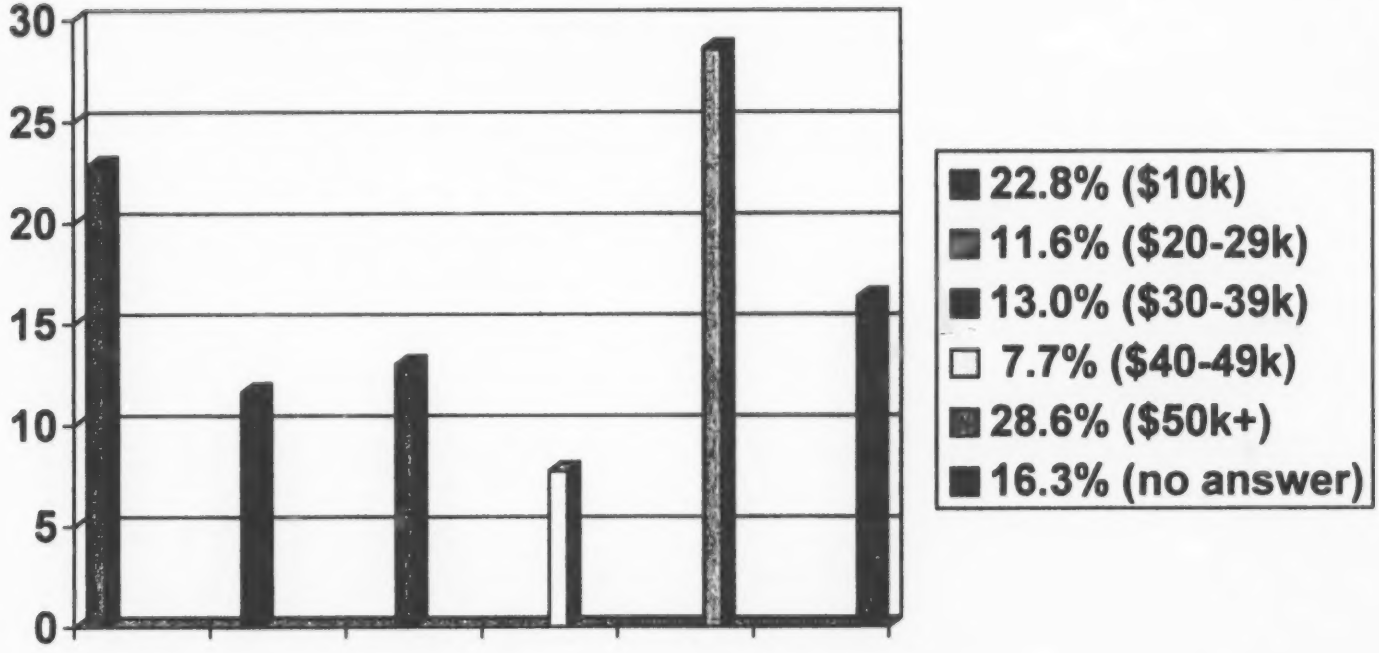


MARITAL STATUS OF CLIENTS

(By Percentage)



HOUSEHOLD YEARLY INCOME



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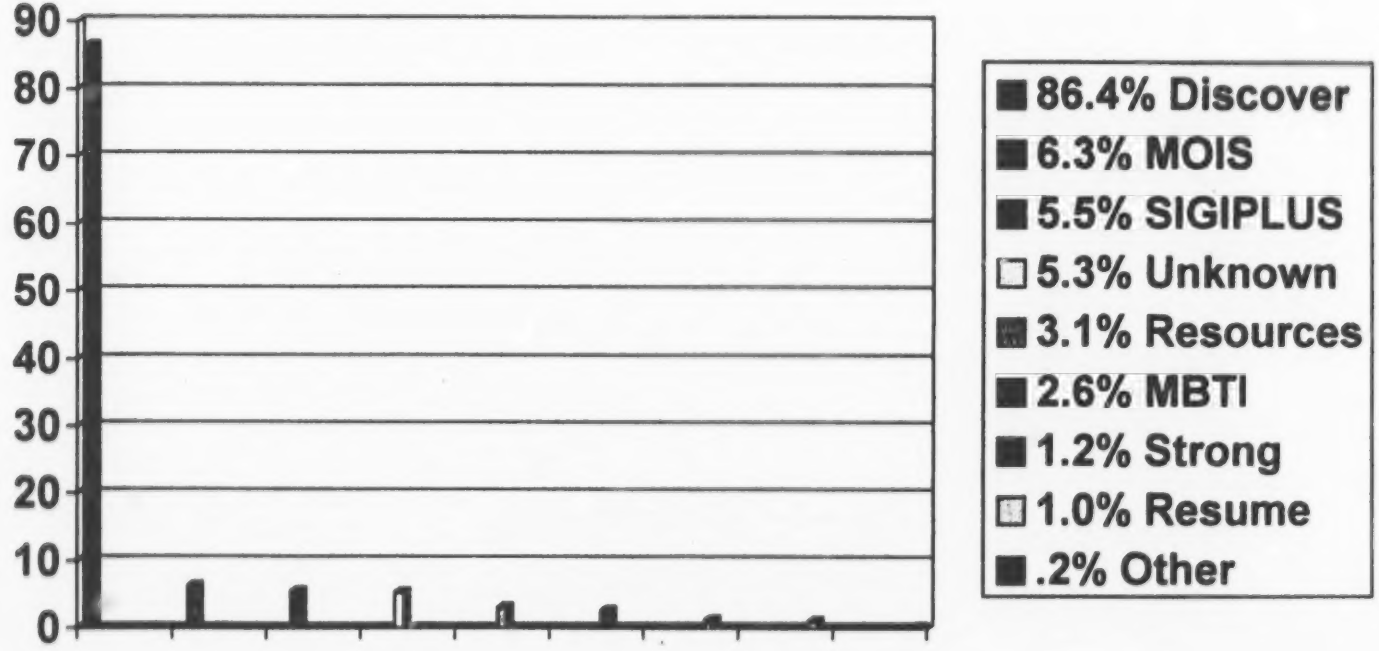
PROGRAM USED IN THE ACCC

(By Percentage)



ANALYSIS OF CLIENTS' RESPONSES TO ACCC EXIT SURVEY

At the end of the last visit of each client they are requested to complete an exit survey. This survey allows the ACCC to evaluate many areas, including, how the client views the services they have received, the quality of the services, the effectiveness of their career advisor and the overall environment of the ACCC. This provides the Center with an opportunity to improve and grow based on the needs of our clients. The following information is based on completed exit surveys during the period of September, 1996 through June, 1997.

Respondents found the computer information to be:

EXTREMELY HELPFUL	74%
HELPFUL	22%
SOMEWHAT HELPFUL	4%

Respondents rated the computer guidance programs using the following scale:
4=Very Helpful 3=Helpful 2=Somewhat Helpful 1=Not Helpful

DISCOVER	=	3.8
SIGI PLUS	=	3.9
MOIS	=	3.5

Respondents also rate other resources used in the ACCC, using the same scale as above. They rated other resources as follows:

MBTI	=	3.0
Card Sorts	=	3.5
Strong Interest Inventory	=	4.0
Career Beliefs Inventory	=	4.0

Respondents rated the advice/guidance obtained from the advisor to be:

EXTREMELY HELPFUL	=	87%
HELPFUL	=	13%

Clients' suggestions for improvement at the ACCC included:

1. Improve parking conditions.
2. Investigate software that offered more job listings for some of the newer hi-tech occupations.
3. Offer job placement services.

Clients' general comments included:

"Many people do not know about this wonderful, free service. You should advertise more."

"My advisor was very knowledgeable and seemed to genuinely care about me and my job search."

TYPICAL CASE STUDIES

Clients come to the Adult Career Counseling Center seeking assistance in resolving a variety of career issues. The following is just a sample of some of the career-related issues presented during this past year:

- Female client, 28 years old, feeling drained by the demands of her job.
- Male client, 62 years old, interested in exploring career options in the second phase of his life.
- Female client, 33 years old, expressing dissatisfaction in current position.
- Female client, 38 years old, "stay-at-home mom" interested in entering the
- workforce.
- Female client, 30 years old, unfulfilled and unhappy with chosen career.
- Male client, 55 years old, unsure about transition into retirement.
- Male client, 41 years old, interested in making a career change but wants to explore financial implications and impact on family.

MARKETING AND PUBLIC RELATIONS

A number of efforts have been made during the 1996-97 academic year to increase public awareness of the services offered by the ACCC. Word-of-mouth still continues to be the most effective means of marketing. Client referrals, as well as other marketing efforts described below, resulted in a waiting list for our services of up to three weeks.

1996-97 Marketing and Public Relations Efforts

* The ACCC Annual Open House was held in November, National Career Development Month. This event is held to inform university personnel about our services. It was attended by 46 individuals.

* A public service announcement was created and broadcast via Oakland University's cable station. A number of our clients indicated they learned about our services through this cable message.

* A press release was created and sent to Oakland University's Media Relations Department and The Oakland Press. An article appeared in this publication spotlighting the services of our sister organization, the Pontiac Adult Career Counseling Center (PACCC).

* Photographs of the ACCC, administrators and staff were taken to be used in marketing and promotions efforts.

* A bulletin board was created at O'Dowd Hall on campus to promote the concept of "Career Check-ups". The intent was to increase awareness of career counseling services in general and the services of the ACCC specifically.

* ACCC advisors, Cyndee Farlin and Maureen Selfon attended a day long career awareness fair sponsored by Sinai Hospital for its employees. ACCC services were described to interested individuals and information distributed. Approximately 20 individuals expressed a desire to schedule an appointment and follow-up calls were made.

* ACCC advisors, Kim Schultz and Helen Wruck represented the ACCC at at event entitled, "Public Schools...Public Pride", designed to promote innovate programs offered by educational institutions in Oakland County. This educational fair was held at Summit Mall in Pontiac, Michigan. Services were described to interested individuals and ACCC brochures distributed. Approximately 25 individuals requested a follow-up from an ACCC advisor to schedule an appointment.

* At the request of an educational counselor at General Motors Lake Orion

Assembly Plant, ACCC brochures were sent for distribution to interested employees.

Visitors to the ACCC

The reputation the ACCC has developed in the professional community as a model university-sponsored career guidance service has led to a number of requests to visit our facilities. Visitors to the ACCC during the 1996-1997 academic year came from as far as Australia and included the following individuals:

Trisha Wilson, Career Counselor, Auckland College of Education, New Zealand and Mark Straney from Australia visited the ACCC to gain a better understanding of the operation of a career guidance service at an American University.

Mary McDougall, Director, Education Services, and Greg Vasquez, Employment Specialist, both from Operation ABLE, a nonprofit employment and training organization committed to serving the needs of the older adult, visited our facility to obtain a better understanding of computer-assisted career guidance systems.

As part of a training program for career development practitioners, 28 individuals from the National Career Development Training Institute received an overview of our services and toured our facilities.

Martha Jack, Assistant to the Dean of the College of Education, Eastern Michigan University, James Berry, Chair of the Department of Leadership and Counseling and a team of architects visited the ACCC and Practicum Center to gain a clearer view of the physical set-up.

ACCC ADVISOR ACTIVITIES

The ACCC advisors' commitment to the Center involves a number of responsibilities and activities. In addition to working with clients, three additional activities should be highlighted: in-service training, research, and conference participation.

In-service Training

Each year the Adult Career Counseling Center provides in-service training to students, faculty and various other area counselors who utilize computer-assisted career guidance programs. This in-service allows students in Practicum and Career classes to use the computer-assisted programs within the Adult Career Counseling Center with their own career clients during the semester. Additionally, on occasion, local area counselors with a career client may request the opportunity to utilize the computer-assisted software within the ACCC. Every effort is made to accommodate this request, however, this will occur only if the Center does not have its own clients to counsel at the time requested.

Among those who received in-service training during the 1996-97 academic year were students in:

Undergraduate course	HRD 364: Career Development
Graduate Counseling course	CNS 640: Career Development Theory and Practice -- 3 sections
Graduate Counseling course	CNS 664: Counseling Practicum -- 7 sections
Graduate specialization course	CNS 675: Advanced Career Counseling

In total, 161 people received in-service training at the ACCC from September 1996 through June, 1997.

Research

The third goal of the ACCC is to, "support research efforts for a better understanding of the career development sphere, ultimately promoting better career guidance practices for adults." ACCC advisors have fulfilled this goal since the inception of the Center in 1982 by conducting research in the field of career development under the on-going Life Career Patterns Project. The research findings of two former ACCC advisors, Jackie Gilroy and Kathy Hoffman, were recently published in the Spring issue of the Journal of the Michigan Counseling Association. Following is a brief description of an ongoing research project and a proposal for the upcoming 1997-98 academic year:

Ongoing Research:

A MULTI-FACETED APPROACH TO THE ISSUE OF CAREER DECISIVENESS

Cynthia Farlin and Maureen Selfon

The research project proposed to show that individuals who came to the Adult Career Counseling Center voluntarily to identify career path options available to them would be more decisive in the career decision-making process after they used computer-based guidance software programs, had a battery of assessments, and the results from both of these activities interpreted through personal intervention by a career counselor, than would those individuals who used computer-based guidance software only.

In an effort to test this hypotheses, we sought 30 participants between the ages of 23 and 42 years old with at least a high school education and three or more years of work experience. At the time the Fourteenth Annual Report of the ACCC was printed, this research project remained ongoing in an attempt to reach the total number of participants who meet the criteria originally cited in the research proposal. While data has been collected on the participants involved to date, we are not able to draw any conclusions at this time.

Proposed Research:

THE IMPORTANCE OF VALUES IDENTIFICATION IN CAREER DECISION MAKING

Kim Schultz and Helen Wruck

In response to observations made working with clients at the ACCC, and the paucity of empirical evidence in published research studies, a proposal was developed to conduct a study to examine the relationship between values identification and career decidedness in adults utilizing the services of the ACCC. We hypothesize that self-referring clients of the ACCC, who identify their values through completion of a values assessment instrument, will have higher scores on a career decidedness scale than clients who do not identify their values in the counseling process.

We intend to recruit 30 adults between the ages of 23 and 65 who have self-referred to the ACCC between September and December, 1997.

In addition to the computer-assisted career guidance program, DISCOVER, which is used in a standard counseling session the following assessment tools will be used in our research study:

> The Values Scale, Second Edition. The Values Scale is a 106 item instrument designed to "measure intrinsic and extrinsic life-career values."

Career Decision Scale. This 19-item self-report instrument was developed to "provide an estimate of career indecision."

Conference Participation

ACCC advisors are encouraged to attend conferences sponsored by professional associations. Conference attendance provides the opportunity for skill development, networking, and increased awareness of alternative and innovative approaches to career counseling. The conferences attended by the ACCC advisors include the following:

Michigan Association of Specialists in Group Work
Interactive Discussion
Novi, Michigan, October 4, 1996

Michigan Career Development Association's Annual Conference
Highland, Michigan, October 11 1996

Michigan Counseling Association's Annual Conference
Detroit, Michigan, November 10-12, 1996

"Identifying and Changing Troublesome Career Beliefs"
Pre-conference Workshop, Michigan Counseling Association's Annual Conference
Detroit, Michigan, November 10, 1996

Oakland University's Graduate Counseling Student Association's Annual Conference
Rochester, Michigan, May, 1997

APPENDIX A
ACCC DISCLOSURE STATEMENT

Adult Career Counseling Center
Oakland University
143 O'Dowd Hall
Rochester, MI 48309
(810) 370-3092

WHAT DOES A CAREER ADVISOR DO?

An ACCC career advisor helps clients gather information about themselves and various career options. They also help clients evaluate this information and make plans related to career/life directions. Various strategies and techniques are used that are relevant to the unique needs of each client.

During your visit to the ACCC, the career advisor will most likely do many of the following:

- Conduct an individual intake session to discuss your history, current situation, and career/life goals.
- Use computerized career planning systems and occupational information systems to help you better understand the world of work.
- Administer and interpret assessments and inventories which may be indicated to identify abilities, interests, and other factors relevant to career options.
- Encourage your self-exploration exercises through worksheets and homework assignments.
- Provide opportunities for improving your decision-making skills.
- Assist you in developing a career plan.
- Discuss job hunting strategies, interviewing techniques, and assist in the development of your resume, if needed.

WHAT TRAINING AND SUPERVISION DO THE CAREER ADVISORS HAVE?

Career advisors at the ACCC are graduate students in the Master of Arts in Counseling program. They are supervised in the center by a counselor in practice who has earned the designations of Licensed Professional Counselor (L.P.C.) and Nationally Certified Counselor (N.C.C.).

ETHICAL PRACTICES

Career advisors at the ACCC are in the process of completing requirements for a Master of Arts in Counseling degree. They are expected to follow the ethical guidelines of the National Career Development Association and the American Counseling Association.

CONSUMER RIGHTS

Based on the guidelines of the National Board for Certified Counselors and Chi Sigma Iota, an honorary counseling society, the ACCC has adopted the following guidelines. The client has the right to:

- Be informed of the qualifications of your advisor which includes education and relevant experience.
- Receive an explanation of services offered, your time commitments, rights and responsibilities.
- Have all that you say treated confidentially and be informed of any state laws placing limitations on confidentiality in the counseling relationship.
- Ask questions about the techniques, strategies, and assessments used by the advisor and decide not to proceed with these at any time.
- Participate in goal setting and evaluating progress toward meeting them.

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APPENDIX B
DESCRIPTION OF DISCOVER AND SIGI PLUS

DISCOVER

DISCOVER is a comprehensive, integrated process that you can learn and use many times throughout your life. *DISCOVER* will allow you to create a user record and each time you use *DISCOVER*, it will remember where you left off. You may choose to use any or all of the modules that are described below. Please feel free to print at any time. Review your printout with the ACCC Advisors, a friend, or anyone who normally shares in your decision-making process.

MODULE 1 **BEGINNING THE CAREER JOURNEY**
- Begin your exploration
- Find out where you are in the career planning process
- Receive suggestions on modules to use

MODULE 2 **LEARNING ABOUT THE WORLD OF WORK**
- Learn about the World-of-Work map
- Browse programs of study and occupations by categories

MODULE 3 **LEARNING ABOUT YOURSELF**
- Increase self-understanding by completing inventories of your values, interests, abilities, and experiences

MODULE 4 **FINDING OCCUPATIONS**
- Get a list of occupations by the inventories completed in Module 3
- Develop a list of occupations by eight job characteristics
- Select majors/programs of study
- Ask about specific occupations that are not listed

MODULE 5 **LEARNING ABOUT OCCUPATIONS**
- Get detailed information about occupations of your choice
- Shorten your list to ten or fewer

MODULE 6 **MAKING EDUCATIONAL CHOICES**
- Identify paths of training
- Identify paths of studying

MODULE 7 **PLANNING NEXT STEPS**
- Find detailed information about vocational schools, two- and four-year colleges, graduate schools, and military programs
- Identify sources of financial aid
- Learn about job-seeking skills

MODULE 8 **PLANNING YOUR CAREER**
- Look at your present life roles
- Decide how these life roles may change in the future
- Plan action steps toward your future career

MODULE 9 **MAKING TRANSITIONS**
- Understand the nature and impact of transitions
- Learn to weather a transition with minimal stress

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SIGI *PLUS*

SYSTEM OF INTERACTIVE GUIDANCE & INFORMATION PLUS

MODULE 1
INTRODUCTION

WHAT'S IN SIGI PLUS?
Find out what's available on this system
Determine which sections you would like to work with
Look at the recommended pathway

MODULE 2
SELF-ASSESSMENT

FIND OUT MORE ABOUT YOURSELF
Look at work-related values and decide what is most important to you
Choose the main interest field you want to use at work
Look at various activities and decide which ones you like and can do well

MODULE 3
SEARCH

MAKE A LIST OF OCCUPATIONS TO EXPLORE
Choose features you want in your work
Choose features you want to avoid in your work
Assemble a list of occupations

MODULE 4
INFORMATION

GET FACTS ON OCCUPATIONS
Ask specific questions about occupations, including:
- -- what skills each occupation requires
- -- possibilities for advancement in a field
- -- what the income potential is in a field
- -- the national employment outlook for a field
- -- what the education requirements are in a field

MODULE 5
SKILLS

SEE WHAT SKILLS EACH OCCUPATION DEMANDS
See specific and managerial skills required
Rate yourself on these skills
See how job skills are applied in a chosen field

MODULE 6
PREPARING

SEE HOW TO PREPARE FOR EACH OCCUPATION
See typical paths to any occupation
See typical training or education needed
Consider four important factors related to preparing
Estimate your likelihood of completing preparation

MODULE 7
COPING

GET HELP WITH PRACTICAL PROBLEMS
Can you do what is required for your chosen field
Get suggestions about how to handle worries common to adults

MODULE 8
DECIDING

WHICH OCCUPATION IS YOUR BEST CHOICE
Ask questions about three occupations at a time
- -- what are the rewards
- -- what are my chances
- -- would the choice be a good one for you

MODULE 9
NEXT STEPS

MAKE PLANS TO GET STARTED
Move toward your goals by planning short-term strategies, such as:
- -- getting more education or training
- -- developing new skills
- -- overcoming obstacles

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APPENDIX C
AUXILIARY GRANT-SUPPORTED SERVICES

ACADEMIC SERVICES AND GENERAL STUDIES
CAREER RESOURCE CENTER

The Career Resource Center (CRC) has been housed in the Department of Academic Services and General Studies since March, 1983. The development of the Center has been greatly enhanced since that time by the purchase of additional resources and furniture. In addition, the Center was relocated in the Fall of 1995 to have greater visibility and accessibility for the students.

The CRC provides a wide variety of career information for students who are undecided about a career and/or major. The computer-assisted career guidance programs SIGI Plus and DISCOVER for Adults have been in operation in the Center from the beginning, and the program FOCUS II was added in recent years. To help address the personality component of career development, PLEASE UNDERSTAND ME, is also available on computer. Other resources include a video library of career information and many updated books and materials. Consistent usage of the Career Resource Center and the positive response from students indicate that the services are fulfilling students' needs.

The CRC and the computer-assisted career guidance systems are comprehensively advertised through regular publications, brochures, referral sources, classes, and numerous outreach presentations. There are also a number of regular publications that carry a segment highlighting the CRC including: the Career Counseling and Information Resources (Pillars) brochure, the University catalog, the schedule of classes, and a career planning brochure sent to new freshmen from the Vice President's office. Additionally, letters to special populations such as undecided students, re-admitted students, and probationary students are sent out fall and winter semesters. These letters list a variety of support services and special career exploration programs available in the CRC and campus-wide.

Presentations regarding career development and the CRC are made to groups of high school seniors, students in residence halls, freshman seminars, student life scholars, as well as new students in orientations. In addition, presentations are made to certain classes each semester as to the development and usage of the Center. These classes may have assignments that require in-depth usage and evaluation of the Center's resources including the computer-aided systems. The courses that consistently utilize the Center's services are listed below:

COM 101	Collegiate Communications
RHT 160	Composition II for Undecided Students
HRD 364	Career Development
CNS 640	Career Development Theory and Practice

Usage of the CRC and the computer-assisted career guidance programs continues to grow at a moderate rate. A week-by-week evaluation reflects the ebb and flow of the academic calendar. Semester breaks, finals, and the beginnings and ends of semesters alter the number of students who use the systems. Peak usage occurs during the months of

October, November, February, and March. During the spring and summer sessions usage drops by half, as these sessions are not full semesters and most Oakland University students do not attend.

During the 1996-97 academic year, coverage of the CRC was provided by undergraduate students completing their fieldwork and internship in the Human Resource Development program and by student assistants hired under work-study. These students certainly contribute to the operation by providing valuable peer assistance that can be reassuring to the student using the system for the first time. A graduate intern from the Counseling program also was important in the operation of the CRC during the 1996-97 year.

In general, user response has been overwhelmingly positive. Students maintain that the systems are fun and easy to use, provide useful and abundant information, provide options, and give suggestions on where to go for further information. Appointments are strongly recommended and generally available within a week to ten days.

A special opportunity, adjunct to the CRC, was available during the 1996-97 academic year to students (especially freshmen) who were undecided about their major. As part of a research project being conducted by a faculty member in the Counseling Department, the undecided students took the Myers-Briggs Type Indicator (MBTI). Interpretations were given in person as well as through use of a video interpretation. Students were also taught how to incorporate the information into their decisions about majors and careers.

CONTINUUM CENTER AND THE ACCC

The Continuum Center has been greatly appreciative of the services provided by the Adult Career Counseling Center. We have referred some of our individual career counseling clients to the Center to use the Michigan Occupational Information System, SIGI Plus and DISCOVER for Colleges and Adults. Participants in our corporate career planning programs have also been referred to the Center and some of them taken advantage of that opportunity.

The Continuum Center has been a multi-faceted adult counseling and training center for over 30 years. For the past ten years we have provided career assessment, career development and job search training to adults within their work site.

During the 1996-97 year, The Continuum Center was absorbed into the office of Professional Development and Education Outreach. As part of the Professional Development and Education Outreach, our plans for the future include continuing as a partner in the national Career Development Training Institute which provides training and training materials to career development practitioners.

We will also continue to provide career development services to employees of businesses and other organizations and will refer clients to the Adult Career Counseling Center as appropriate.

APPENDIX D
BRIEF REPORT OF THE PONTIAC ADULT CAREER COUNSELING CENTER

PONTIAC ADULT CAREER COUNSELING CENTER

The Pontiac Adult Career Counseling Center (PACCC) opened it's doors in February 1991 after three years of planning. PACCC is well into the seventh full year of servicing Pontiac area clientele seeking career planning and counseling. PACCC is a joint venture between Oakland University (OU) and Oakland Community College (OCC). Counselors are provided to PACCC through the Auburn Hills OCC counseling office and updated software as well as a graduate student are provided by OU. PACCC operates under the co-direction of Karen Pagenette (OCC), Dr. Jane Goodman (OU), and for the last year, Dr. Howard Splete (OU). PACCC also works with a community advisory board with membership consisting of individuals representing various community agencies.

PACCC services mainly Oakland County residents who are seeking assistance with career transition, planning, or examining career options. PACCC is not a job placement service. Counselors may assist clientele with resume writing, interviewing techniques, and world-of-work networking capabilities. Clients are serviced free-of-charge for an average of two to four sessions. Many clients follow the DISCOVER and MOIS track. Clients may spend one to three sessions working one-on-one with a PACCC counselor on the DISCOVER and MOIS computer systems.

PACCC counselors also work closely with the Lake Orion Work First program. In this job club program, PACCC counselors administer several different tests within the four week program. These tests include the Myers-Briggs Type Indicator, the Test of Adult Basic Education (TABE), and the Self-Directed Search. Individual Service Strategies are also conducted individually with each Work First client to set goals, get an employment and education history, and to facilitate an action plan to gain employment.

Outreach efforts continue at the PACCC in order to meet the needs of the Pontiac surrounding communities that were originally intended to be target populations. PACCC hopes to obtain several bilingual assessment tools, as well as release a bilingual brochure and employ other marketing strategies in order to reach inner city bilingual populations.

PACCC continues to keep pace with a growing technological world. PACCC now has Internet capabilities in order to provide another service for clients. Clients now have the option of learning how to submit a resume on-line or access career sites that may be of interest. Career assessments may also be accessed as they become available.

PACCC continues to diversify in outreach activities as well as grow as a unique counseling center which offers valuable career exploration services to area residents free-of-charge.

APPENDIX E
ADULT CAREER COUNSELING CENTER BROCHURE
CAREER COUNSELING RESOURCES AT
OAKLAND UNIVERSITY

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PRACTICUM COUNSELING CENTER

The Counseling Department of Oakland University also coordinates the Practicum Counseling Center.

The Practicum Counseling Center offers personal counseling at no charge for a variety of issues including anxiety, grief, and self-esteem issues. Clients may include children, adolescents, adults, couples, and families.

Located in the lower level (first floor) of O'Dowd Hall, the Practicum Counseling Center is staffed by graduate student counselors under the close supervision of Licensed Professional Counselors. Appointments are available by calling (248) 370-4187.

****

HAVE YOU HAD A CAREER CHECK UP LATELY?

WHAT DO YOU LIKE?

WHERE DO YOU WANT TO GO?

HOW WILL YOU GET THERE?

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ADULT CAREER COUNSELING CENTER

123 O'Dowd Hall
Oakland University
Rochester, MI 48309

Career Counseling services provided at no charge to members of the community.

For more information call
(248) 370-3092

THE ADULT CAREER COUNSELING CENTER (ACCC)

The Adult Career Counseling Center (ACCC) offers career guidance services to members of the surrounding communities at no charge. The ACCC is a facility established to serve adults who are considering career changes, interested in assessing their strengths and potentials, or are simply reviewing possible career options. The ACCC is not a job placement service.

WHAT?

The ACCC offers several computer-based career planning and information systems at no charge to support your career decision-making efforts. These systems aid clients in:

-- self awareness
-- career search
-- identifying life-roles
-- gathering career information
-- decision making
-- education planning
-- writing resumes & cover letters

The guidance systems will not tell you what to do or give you easy answers for your career decisions, but going through the programs can ease your transition process and will help you determine your next steps.

WHAT ABOUT COMPUTERS?

Users of the career guidance computer programs benefit most when assisted by an ACCC Career Advisor. Clients will schedule initial interviews with ACCC Career Advisors to determine which computer-based system is most appropriate for their use. No previous computer experience is necessary. These systems are fun and easy to use.

WHAT WILL HAPPEN?

After an initial interview, clients will receive an orientation to a computer-assisted guidance system. As they work with that system, they will have an opportunity to discuss results with an ACCC Career Advisor. The Career Advisor can help you:

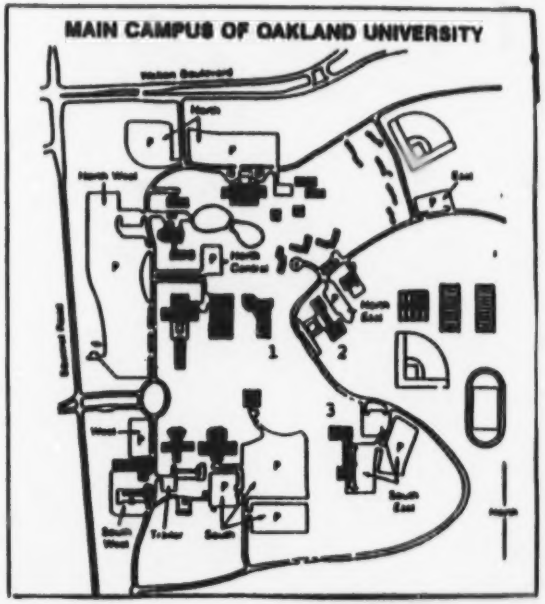
-- clarify your career & education options
-- analyze information
-- understand the decision-making process
-- develop action plans to attain your desired goals

WHEN?

The ACCC is open Monday through Saturday; call for hours. Use of computers is by appointment only. The ACCC is not open during the summer, university holidays and vacation periods.

WHERE?

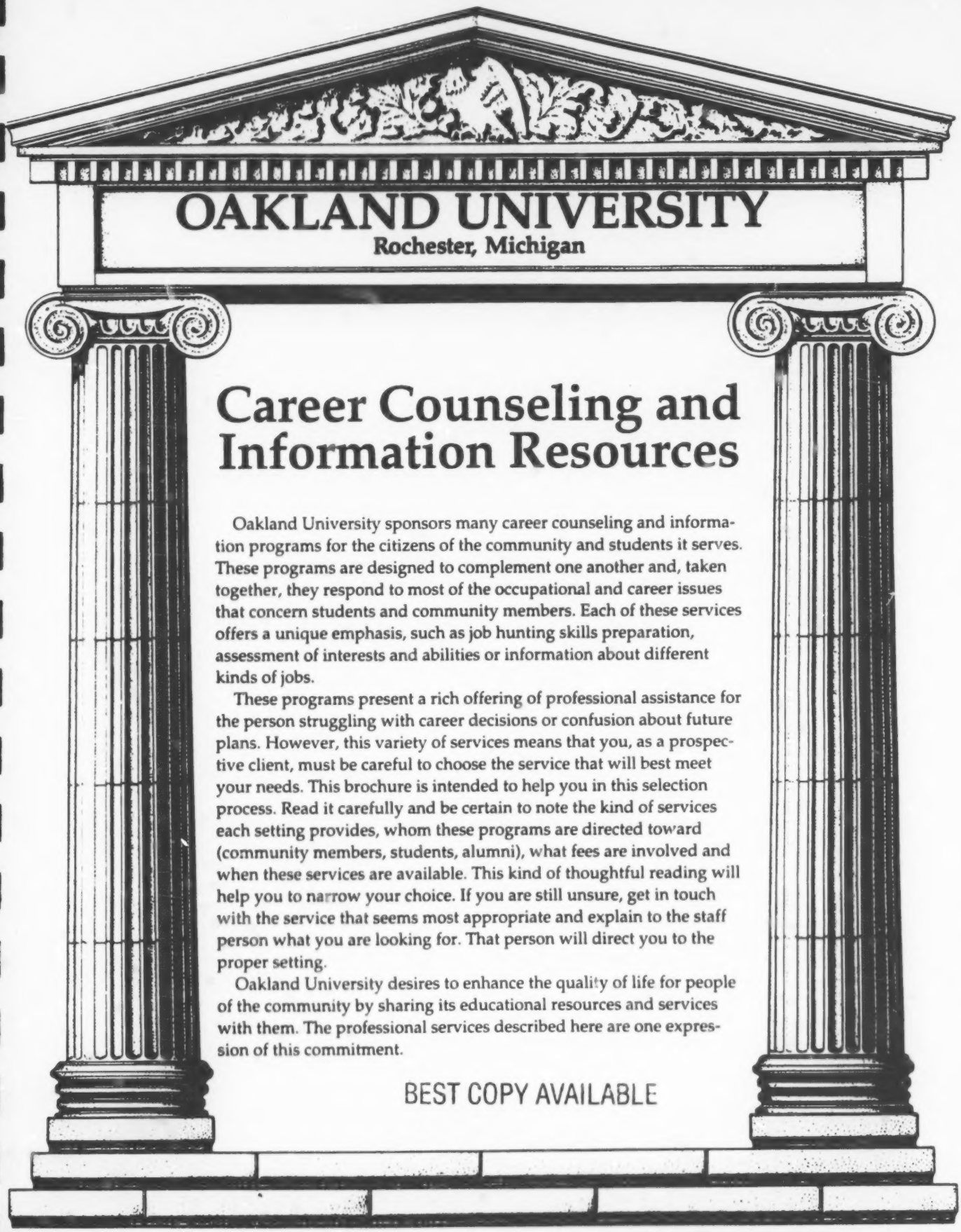
The ACCC is located in Room 123 on the lower level (first floor) of O'Dowd Hall on Oakland University campus in Rochester.



P = Parking
1 = O'Dowd Hall
2 = Lepley Sports Bldg.
3 = Varner Hall

HOW CAN YOU MAKE AN APPOINTMENT?

To schedule an appointment with an ACCC Career Advisor, telephone (248) 370-3092.



OAKLAND UNIVERSITY

Rochester, Michigan

Career Counseling and Information Resources

Oakland University sponsors many career counseling and information programs for the citizens of the community and students it serves. These programs are designed to complement one another and, taken together, they respond to most of the occupational and career issues that concern students and community members. Each of these services offers a unique emphasis, such as job hunting skills preparation, assessment of interests and abilities or information about different kinds of jobs.

These programs present a rich offering of professional assistance for the person struggling with career decisions or confusion about future plans. However, this variety of services means that you, as a prospective client, must be careful to choose the service that will best meet your needs. This brochure is intended to help you in this selection process. Read it carefully and be certain to note the kind of services each setting provides, whom these programs are directed toward (community members, students, alumni), what fees are involved and when these services are available. This kind of thoughtful reading will help you to narrow your choice. If you are still unsure, get in touch with the service that seems most appropriate and explain to the staff person what you are looking for. That person will direct you to the proper setting.

Oakland University desires to enhance the quality of life for people of the community by sharing its educational resources and services with them. The professional services described here are one expression of this commitment.

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ADULT CAREER COUNSELING CENTER

Eligible Clients
The Adult Career Counseling Center services adults in the community who are considering career transitions, assessing their strengths, interests and potentials and discussing possible career options. The ACCC does not, however, provide an employment service.

Services
1. Adults schedule appointment(s) to meet with an ACCC coordinator for an intake interview and orientation to a computer-assisted system, to work on that system, and discuss the results of this process with the coordinator.
2. Computer-assisted career guidance systems SIGI PLUS and Discover for Adults are available at the ACCC. These systems aid adults in reviewing their interests, skills and work-related values; possible occupational fields; education and training opportunities; and pre-employment skills.
3. The Michigan Occupational Information System (MOIS) on computer and additional career resources are available for use.
4. Referral information about the other career counseling and training programs is available.

Appointments
Adults may sign up for appointments at the center by calling 370-3092 or by stopping by the ACCC in person.

Hours
The ACCC is open days and evenings Monday through Friday and on Saturday mornings. Hours change during the summer and holidays. Call 370-3092 to check on the schedule.

Fees
No fee is charged for the services of the ACCC.

Location
The Adult Career Counseling Center office is located in Room 143 O'Dowd Hall.

CAREER TESTING AND COUNSELING CENTER

Eligible Clients
Career Testing and Counseling Center services are available to community members and Oakland University students. Clients range in age from 16 (high school juniors) to 65. When high school students use these services, career planning guidance is provided to their parents as part to the counseling process.

Service
By means of an extensive battery of tests and a series of counseling sessions, clients are provided an opportunity for an in-depth exploration of career questions, career goals and plans for realizing these goals. Many printed materials, including the Michigan Occupational Information System(MOIS), are used as aids in this process. Specific services include:

1. Career counseling for adults and adolescents
2. Interest, ability and personal-style testing
3. Educational and career planning
4. Re-entry counseling (work and education)
5. Career development

Other services, in addition to the career-oriented ones, are offered at the Psychology Clinic. These include psychotherapy and personal counseling (adults, children, adolescents, families, couples and parents), psychological testing and consultation and specialized services for people suffering from loss and trauma experiences.

Appointments
Individuals seeking information may call 370-3465. Monday through Friday, from 8 a.m. to 5 p.m. Requests for appointments may be made through the clinic's secretary, either by phone or in person.

Hours

Monday, Tuesday, Thursday	8 a.m. – 8 p.m.
Wednesday	8 a.m. – 9 p.m.
Friday	8 a.m. – 5 p.m.
Saturday	9 a.m. – 1 p.m.

These hours change during the summer and holidays. Call 370-3465 to check on the schedule.

Fees
Community members are assessed according to a sliding fee scale, based on family income, as are part-time students. For full-time Oakland University undergraduate and graduate students there is a minimal student fee.

Location
This program is part of the Psychology Clinic, located in the east wing of the Graham Health Center.

CONTINUUM CENTER

Eligible Clients
The Continuum Center serves men and women of all ages through its mission to "Empower Individuals to Meet the Challenges of a Changing World." Most of its clients are often at a turning point in their lives — seeking work, changing careers, dealing with a divorce, planning retirement, or other personal or professional issues.

Services
The Continuum Center provides career counseling in either a group or an individual format. Individual career counseling is provided by a certified counselor meeting the professional standards set by the National Career Development Association. These services assist the client in the assessment of interests, values and transferable skills as well as in the setting of career goals and plans for attaining them. Other career related services include workshops in resume writing, job interviews, job hunting and image consulting.

Besides the career counseling services, the Continuum Center provides personal and professional development workshops and group leader training. Special programs focus on communication skills, self-esteem, personal growth, and change and transition.

Appointments
All counseling sessions and consultations are scheduled by appointment. Workshops are regularly scheduled and listed in a brochure printed three times yearly. To request a brochure or schedule an appointment, call 370-3033.

Hours
The center is open from 8 a.m. to 5 p.m. Monday through Friday with evening appointments available until 8 p.m. Appointments must be made during daytime hours. Workshops are scheduled mostly in the evening and on Saturday. Call 370-3033 to check on the schedule.

Fees
Counseling and consultation fees are assessed according to a sliding fee scale based on family income. There are set fees for workshop programs. Partial scholarships are occasionally available for the workshops. Oakland University students and staff may quality for special discounts.

Location
Counseling appointments are held at the Continuum Center offices in South Foundation Hall. Workshops are held on Oakland University's campus or at various locations in the tri-county area.

DEPARTMENT OF ACADEMIC SERVICES AND GENERAL STUDIES

Eligible Clients
The services provided by the Department of Academic Services and General Studies are primarily intended for Oakland University Students, particularly freshmen and sophomores. However, community adults who are interested in career advising as it relates to educational programs at Oakland University also may contact this office.

Services
This office provides academic and career advising to students who are undecided in their major as well as those persons seeking the Bachelor of General Studies (BGS) degree. Students may engage in career exploration activities independently or with the assistance of a counselor. The office also serves as a referral source for the many services, departments and advisors throughout the campus.

Career Resource Center
The Career Resource Center (CRC) is located in the Academic Services and General Studies Department. It is available to students who wish to explore careers and majors. Two computer-assisted career guidance systems (SIGI PLUS and Discover) may be utilized on the CRC. In addition, a wide variety of written materials may be accessed. (The Strong Interest Inventory is provided for a nominal fee.) Students may attend various academic and career exploration programs, or seek individual career advising with a career counselor in the department.

Appointments
Appointments may be made by telephoning 370-3227 or by coming to the office in person. Students who have questions or concerns that they would like to discuss with a counselor may also come for walk-in advising on Monday afternoons from 1:00 p.m. - 4:00 p.m.

Hours
Monday – Friday 8:00 a.m. – 5:00 p.m. Evening hours by appointment.

Fees
There are no fees for any of the services with the exception of a minimal charge for the interest inventory to cover the cost of the scoring and mailing.

Location
The Department of Academic Services and General Studies and the Career Resource Center are located in 121 North Foundation Hall.

OAKLAND UNIVERSITY LIBRARY

Eligible Clients
Oakland University's Kresge Library reference service and collections are available to faculty, staff, students and community members. However, circulation of materials is limited to the Oakland community including members of the Alumni Association and guest-card holders.

Services
The library contains a large collection of career-related materials. These include books on how to write resumes and cover letters; information on job-hunting skills and procedures; and extensive materials that describe many kinds of careers, occupations, training programs and internships. Another library collection includes several directories that identify manufacturers, businesses, agencies and educational settings. Also on hand at the library are telephone books of 100 major cities and most Michigan cities as well as recent annual reports from the top 500 companies in the United States.

Assistance is available in the library to help individuals locate needed information.

Library Hours

Monday – Thursday	7:45 a.m. – 11:30 p.m.
Friday	7:45 a.m. – 8:00 p.m.
Saturday	9:00 a.m. – 8:00 p.m.
Sunday	Noon – 11:30 p.m.

Reference Hours

Monday – Thursday	8:00 a.m. – 10:00 p.m.
Friday	8:00 a.m. – 5:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.
Sunday	Noon – 7:00 p.m.

These hours change during the Spring and Summer sessions and on Holidays. Call 370-2492 to check on the schedule.

Appointments and Fees
Most library services are available on a walk-in basis and there is no charge. Computer Search Services, however, is by appointment and there is a fee for the service. Photo copying machines are available in the library at the cost of 10 cents a page.

Locations
1. Kresge Library Building
2. Performing Arts Library in Varner Hall (Please call 370-2134 for hours and services)

PLACEMENT AND CAREER SERVICES

Eligible Clients
These services are available only to Oakland University students and alumni. However, staff members are available to community groups and organizations for consultation on career-related issues.

Placement
Individual placement advising and career information concerning full-time career positions are available to students and alumni. A computerized tutorial resume packet is available for a $25 service charge.

Additional assistance and placement registration is available to advanced students who are seeking career-related, part-time and seasonal work experience. Staff members conduct special seminars to assist all students in developing job search skills. Frequent job fairs and career information programs are also sponsored by this office. Other placement services include opportunities for graduating students and alumni to interview with employer representatives on campus, maintenance and referral of resumes and credential files for graduates and the publication of a bi-weekly jobs bulletin. Additionally, the department maintains an extensive library for the display and dissemination of employers' literature; videocassettes; job postings; career information; job search information; graduate/ professional school testing applications; and career-related publications and magazines.

Co-op Education Program
In addition to its placement services, this office coordinates the Cooperative Education (work experience) program for students in the School of Business Administration, the School of Engineering and Computer Science and other selected academic areas.

OU Internship Program
Placement and Career Services also organizes and directs the Oakland University Student Internship Program to provide paid internships in government agencies.

Appointments
Students and alumni can sign up for appointments by stopping at the office or by calling 370-3250. A walk-in advisor is available on Monday – Thursday afternoons, 1:15 to 4:30 p.m., to answer questions on a walk-in (or call-in) basis.

Hours

Monday – Friday	8:00 a.m. – 12 noon
	1:00 p.m. – 5:00 p.m.
Wednesday evening	5:00 p.m. – 6:30 p.m.
	(September – April)

Holiday hours could vary. Call 370-3250 to check on the schedule.

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Fees
There is a $25 service charge to register with placement and minimal fees for sending credentials and subscribing to *Job Post* (job vacancy bulletin).

Location
Placement and Career Services is located in Room 275 Vandenberg Hall (West).

PRACTICUM COUNSELING CENTER

Eligible Clients
The Practicum Counseling Center (PCC) offers career and personal counseling services to both Oakland University students and members of the surrounding communities.

Services
Professional counseling services are available for a variety of issues such as: time management, test anxiety, depression, adjustment disorders, mid-life transition, grief, career search, separation from parents, low self-esteem, anxiety and many other topics. Individuals are matched with counselors who will work with them for one (50 minute) counseling session per week for approximately for five to 10 weeks. The PCC is an instructional center for graduate students in their final training as counselors. Consequently, sessions are videotaped for the purpose of supervision by the counselor's professor. ALL TAPES ARE HELD IN STRICT CONFIDENCE AND ARE COMPLETELY ERASED AT THE END OF EACH SEMESTER. Clients sign a release form for video-taping at the first counseling session.

Appointments
Phone for an appointment at 370-4187 or 370-4176.

Hours
The Practicum Counseling Center is open most weekdays from 9 a.m. – 9 p.m. to accommodate client's schedules. Because it operates on an academic calendar year, appointments are only available fall (September - December) and winter (January –April) semesters.

Fees
There are no fees charged for services.

Location
The center is located in the lower level of O'Dowd Hall. The office is in 141 O'Dowd Hall.

ACADEMIC DEPARTMENTS

Individual departments often offer students a good source of information on careers associated with their majors. Each department has an individual who serves as chief advisor. Generally, this person or his/her designated associate focuses as a source of information on career training and employment opportunities. This is particularly true in instances where advanced training is involved.

In some instances, departments maintain information on careers directly related to their specific major. Students may contact those departments in which they have a particular interest in order to identify an advisor or simply to discuss options.

To locate a particular department, please call the university's general information number 370-2100.

Oakland University is an equal opportunity and affirmative action institution.
Note: Our new area code is 810.

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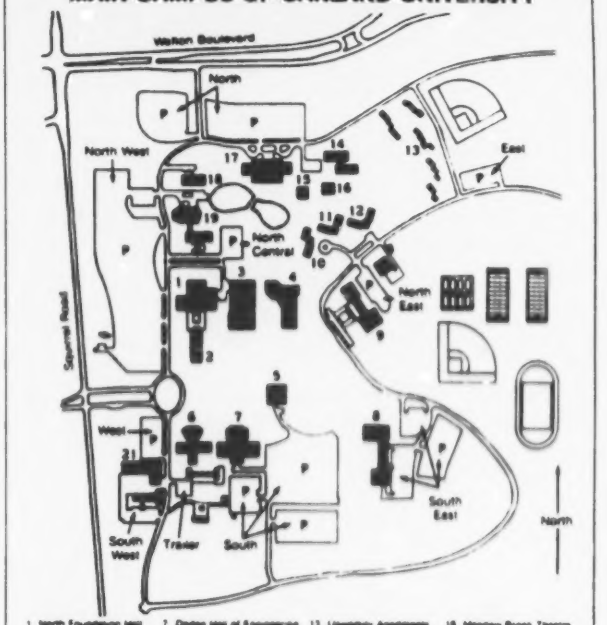
Oakland UNIVERSITY
Rochester, Michigan

MAIN CAMPUS OF OAKLAND UNIVERSITY



PONTIAC ADULT CAREER COUNSELING CENTER

Eligible Clients
The Pontiac Adult Career Counseling Center (PACCC) offers career guidance services to members of the surrounding communities at no charge. The PACCC is not a job placement service.

Services
1. The PACCC is a facility established by Oakland Community College and Oakland University to serve adults who are:
   - considering career changes
   - interested in assessing their strengths and potentials
   - reviewing possible career options
2. After an initial interview with a PACCC counselor, adults will develop an individualized plan to use the center services. The PACCC offers DISCOVER for Adults — a computer assisted guidance program — and the Michigan Occupational Information Systems (MOIS). Other career assessments are also available.
3. These programs, along with counselor assistance, aid clients to:
   - clarify education and training options
   - gather career information
   - develop action plans to attain desired goals
4. Referral information about other career counseling and training programs is available.

Appointments
For appointments and information, call (810) 340-6793.

Hours
PACCC hours are by appointment only.

Fees
No fees are charged for the services of the PACCC, except for the use of some assessment instruments and extraordinary services provided under contract.

Location
The PACCC is located at Oakland Community College in the Pontiac Center. The address is 17 S. Saginaw in Pontiac.